

Attachment 6

Phase 1 Testing
NCVS-1: the Screener
IVR Script

IVR-CRIME VICTIMIZATION-SCREENER

Introduction

Thank you for your interest in helping us test some systems that could improve the measurement of crime victimization for the Bureau of Justice Statistics (BJS). As part of this effort, we are testing an Interactive Voice Response system. IVR is a computer system that will ask you questions over the telephone and ask that you give your answers over the telephone. We would like you to do this -- interact with the computer and answer the questions -- the same way you would if you were doing this at home, without my being here. I'll be quiet and you can pretend that I'm not here.

The questions will ask about crimes that you may or may not have experienced. This is a research project and your participation is voluntary. You can skip any question and you can stop at any point. Everything covered today will be treated as confidential. Your name will never appear in survey data or any of the results described in the report.

The IVR survey will take about 10 minutes to complete and we then would like to talk to you about your experience with this system. We expect the total amount of time this will take will not be more than 1 hour. As a token of our appreciation, we have \$40 cash for you.

If you have any questions about this study, you can call XXXXXXXXXX.

We would also like to audio record both your interaction with the computerized system and the conversation that follows. Do we have your permission to record? [GET THE STATEMENT OF PERMISSION ON THE RECORDING.]

GIVE THE RESPONDNET THE LETTER THAT EXPLAINS HOW TO ACCESS THE IVR SYSTEM.

INTERVIEWER OBSERVES RESPONDENT PROCEED THROUGH THE QUESTIONNAIRE, TAKES NOTES WHERE ISSUES COME UP. THESE ISSUES WILL BE PROBED AFTER THE RESPONDENT COMPLETES THE QUESTIONNAIRE.

EXAMPLE OF HOW TO READ THE IVR SCRIPT

HC009B 1 – “Were you attacked or threatened, or was something stolen or an attempt was made to steal something that belonged to you or another household member?”

2T – “For yes press 1, for no press 2.”

YES..... 1 (HC009C)
 NO..... 2 (BOX HC09)

1. 1. The “HC009B” is the variable name. In this script, it functions as the question number.
2. Material in quotation marks “” is read aloud by the IVR system. So, anything in quotation marks is something that the respondent will hear.
3. YES1 (HC009C): The “1” is the code for the response. The (HC009C) is the question number that represents the next question that someone who chooses that response option will get. So, if someone choose “YES,” the next question they will receive is question HC009C. If someone chooses “No” the next question they will receive will be chosen by the information in Box HC09. The boxes usually contain some decision criteria – if x then y. The boxes were deleted in this version because they were very confusing.

[THIS SECTION IS FOR USE IN USABILITY TESTING ONLY.]

LOGIN

1. – “Please enter your two-digit ID to begin the interview.”

ID..... (01-99) (TESTHOLD)

IBINTRO

1 – “Thank you for calling the Crime Victimization Study. If you received a letter inviting you to participate in this survey please have the ID number from the invitation letter ready.”

2 – “You must be an 18 year-old adult living in the household the invitation letter was sent to participate in this survey.”

3T – “If you have your ID number ready press 1, or if you need help locating your ID press 2.

3S – “Do you have your ID number ready?”

ONE..... 1 (IBIDENTER)
 TWO..... 2 (IBFINDID)

IBFINDID

1 – “The ID number is eight digits long and located near the top of the letter you received.”

2T – “When you are ready to continue press 1, if you are unable to find your ID press 2.”

2S – “Are you able to find your ID?”

ONE..... 1 (IBIDENTER)
TWO..... 2 (IBNOID)

IBIDENTER 1T – “Please enter your ID number. Use the telephone key pad to enter your ID.”

1S – “Please tell me your ID number.

IBINVALID2 1 – “It seems we are unable to locate that ID in our system. We will be unable to begin your survey today.”

2T – “Use the telephone key pad to enter your telephone number starting with the area code and a study representative will contact you.”

2S – “Tell me your telephone number starting with the area code and a study representative will contact you.”

IBNOID 1 – “Unfortunately we cannot begin your survey without your ID number. If later you find your ID number we can complete the survey at that time. We’ll also call you within the next couple of weeks to complete the survey at that time.”

2T – “To hear more options, press 1. To end this call press 9.”

2S – “Would you like to hear more options?”

IBCONFIRM 1 – “Just to confirm ...

2 – “...{PLAY1}.”

3T – “If this is correct press 1, if not press 2.”

3S – “Is this correct?”

ONE..... 1 ()

TWO..... 2 (IBIDENTER)

IBMORE 1 – “Please listen to the following options.”

2T – “To hear more about the Crime Victimization Study, press 1.”

2S – “To hear more about the Crime Victimization Study, say ONE.”

3T – “To hear more about how your household was selected, press 2.”

3S – “To hear more about how your household was selected, say TWO.”

4T – “To begin the survey now with your ID, press 3.”

4S – “To begin the survey now with your ID, say THREE.”

5T – “To hear these options again, press 7, or if you would like to end this call, press NINE.”

5S – “To hear these options again, say NINE, or if you would like to speak to a Study representative, say REP.”

IBINFO1 1 – The Bureau of Justice Statistics has been collecting data on personal and household victimization since 1973. The data produced by the Bureau of Justice Statistics are the primary source of information on the characteristics of criminal victimization and on the number and types of crimes not reported to law enforcement authorities. BJS provides the largest national forum for victims to describe the impact of crime and characteristics of violent offenders.

IBCOMP 1 – “Our records show that your survey has been completed.”
 2 – “If this is not correct, or you are calling for more information please call...”
 3 – “{TOLL FREE # TBD}”
 4 – “or visit the Bureau of Justice’s web site.”

IBEND 1 – “Thank you for calling. Good-bye.”

HELPCT 1 – “I’m sorry, but {DTMF RESPONSE} is not a valid choice.”
 2 – “I’ll repeat the question for you.”

HELP PROGRAMMING

HELP1 1 – “You have asked for help.”
 2T – “If you would like to correct your previous answer press 7. If you would like to have the question repeated press 9.”
 2S – “If you would like to correct your previous answer say CORRECT. If you would like to have the question repeated say REPEAT.”

ERROR1 1 – “I’m sorry, but you cannot back up any further in the survey.”
 2 – “I’ll repeat the question for you.”

3T – “If you need help, you can press the pound key at any time.”

3S – “If you need help, you can say HELP at any time.”

HELP2DK

1 – “I did not get your answer.”

2T – “If you need more time or if you would like to hear the question again, press 1. If you are unable to answer the question press 2.”

2S – “If you need more time or if you would like to hear the question again, say REPEAT, if you are unable to answer the question say CANNOT ANSWER.

3T – “If you need help, you can press the pound key at any time.”

3S – “If you need help, you can say HELP at any time.”

HELP2

1 – “I did not get your answer.”

2 – “I’ll repeat the question for you.”

3T – “If you need help, you can press the pound key at any time.”

3S – “If you need help, you can say HELP at any time.”

HELP3

1 – “I’m sorry, but {DTMF RESPONSE} is not a valid choice.”

2 – “I’ll repeat the question for you.”

3T – “If you need help, you can press the pound key at any time.”

3S – “If you need help, you can say HELP at any time.”

SAVE CURRENT INSTRUMENT TIMESTAMP TO SCNRSTRT**HC0IVR**

1T – “Before I get started if at anytime during this call you need help, for example to change an answer or replay a question press the pound key.”

1S – “Before I get started if at anytime during this call you need help, for example to change an answer or replay a question say HELP.”

- HCINTRO1** 1 – “You’re going to hear some examples that will give you an idea of the kinds of crimes this study covers.”
- HC001A_1** 1 – “In the last 6 months, that is since...”
2 – {PLAY 1}
3 – “...was something belonging to YOU stolen,”
4 – “such as, things you carry with you or wear, things in or outside your home, things belonging to children in the household, or things you keep in your vehicle?”
5T - “For yes press 1, for no press 2.”
- HC001A_2a** 1 – “In the last 6 months, that is since...”
2 – {PLAY 1}
3 – “...was something belonging to YOU stolen,”
4 – “such as, things you carry, like luggage, a wallet, purse, briefcase, or books;”
5 – “or things like clothing, jewelry, or a cellphone?”
5T - “For yes press 1, for no press 2.”
- HC001A_2b** 1 – “In the last 6 months, that is since...”
2 – {PLAY 1}
3 – “...was something belonging to YOU stolen,”
4 – “such as, a bicycle or sports equipment, or things in your home like a TV, stereo, or tools;”
5 – “or things from a vehicle, such as a package, groceries, camera, or CD’s?”
5T - “For yes press 1, for no press 2.”

- HC001A_2c** 1 – “In the last 6 months, that is since...”
 2 – {PLAY 1}
 3 – “...was something belonging to YOU stolen,”
 4 – “such as, things outside your home, such as, a garden hose or lawn furniture;”
 5 – “or things belonging to children in the household?”
 5T - “For yes press 1, for no press 2.”
- HC001B** 1 – “In the last 6 months, that is since...”
 2 – {PLAY 1}
 3 – “...did anyone ATTEMPT to steal anything belonging to you?”
 4T - “For yes press 1, for no press 2.”
- HC001C** 1 – “How many times did this type of incident happen?”
 2T – “Use the keypad to enter how many times this happened.”
- HC001REC** 1 – “Please describe what happened during this incident.”
 2T – “The system will begin recording, when you are finished, press the star key.”
 2S – “I will begin recording you answer, when you are finished speaking I will continue with the next question.”
- HC002A** 1 – “Other than any incidents you may have already mentioned...”
 2 – “Has anyone broken in or ATTEMPTED to break into your home?”
 3T – “For yes press 1, for no press 2.”
- YES..... 1 (HC002D)
 NO..... 2 (HC002B)

HC002B 1 – “Has anyone illegally gotten in or tried to get into a garage, shed, or storage room?”
2T – “For yes press 1, for no press 2.”
YES..... 1 (HC002D)
NO..... 2 (HC002C)

HC002C 1 – “Has anyone illegally gotten in or tried to get into a hotel or motel room or vacation home where you were staying?”
2T – “For yes press 1, for no press 2.”

HC002D 1 – “How many times did this type of incident happen?”
2T – “Use the keypad to enter how many times this happened.”

HC002REC 1 – “Please describe what happened during this incident.”
2T – “The system will begin recording, when you are finished, press the star key.”
2S – “I will begin recording your answer, when you are finished speaking I will continue with the next question.”

HC003 1 – “What was the TOTAL number of cars, vans, trucks, motorcycles, or other motor vehicles owned by you or any other member of this household during the last 6 months? Include those you no longer own.”
2T – “Use the keypad to enter the total number of vehicles.”

- HC004A** 1 – “During the last 6 months...”
- 2 – “other than any incidents already mentioned”
- 3_1 – “was the vehicle”
- 3_2 – “were any of the vehicles”
- 4 – “stolen or used without permission?”
- 5T – “For yes press 1, for no press 2.”

- HC004B** 1 – “Did anyone steal any parts such as a tire, car stereo, hubcap, or battery, or steal any gas from a vehicle?”
- 2T – “For yes press 1, for no press 2.”
- YES..... 1 (HC004D)
- NO..... 2 (HC004C)

- HC004C** 1 – “Did anyone ATTEMPT to steal any vehicle or parts attached to a vehicle?”
- 2T – “For yes press 1, for no press 2.”

- HC004D** 1 – “How many times did this type of incident happen?”
- 2T – “Use the keypad to enter how many times this happened.”

- HC004REC** 1 – “Please describe what happened during this incident.”
- 2T – “The system will begin recording, when you are finished, press the star key.”
- 2S – “I will begin recording you answer, when you are finished speaking I will continue with the next question.”

- HC005A** 1 – “Other than any incidents already mentioned...”
 2 – “in the last 6 months, that is since...”
 3 – {PLAY 1}
 4 – “were you attacked or threatened OR did you have something stolen from you...”
 5 – “at home or near a friend’s, relative’s, or neighbor’s home?”
 6T – “For yes press 1, for no press 2.”
- HC005B** 1 – “Were you attacked or threatened OR did you have something stolen from you...”
 2 – “at work or school?”
 3T – “For yes press 1, for no press 2.”
 YES..... 1 (HC005F)
 NO..... 2 (HC005C)
- HC005C** 1 – “Were you attacked or threatened OR did you have something stolen from you...”
 2 – “In places such as a mall, or restaurant, or other places you go for entertainment or recreation
 such as a party, theater, or gym?”
 3T – “For yes press 1, for no press 2.”
 YES..... 1 (HC005F)
 NO..... 2 (HC005D)
- HC005D** 1 – “Were you attacked or threatened OR did you have something stolen from you...”
 2 – “On the street, or while riding in any vehicle?”
 3T – “For yes press 1, for no press 2.”
 YES..... 1 (HC005F)
 NO..... 2 (HC005E)

HC005E 1 – “Did anyone ATTEMPT to attack or ATTEMPT to steal anything belonging to you from any of these or other places?”

2T – “For yes press 1, for no press 2.”

YES..... 1 (HC005F)
NO..... 2 (BOX HC05)

HC005F 1 – “How many times did this type of incident happen?”

2T – “Use the keypad to enter how many times this happened.”

HC005REC 1 – “Please describe what happened during this incident.”

2T – “The system will begin recording, when you are finished, press the star key.”

2S – “I will begin recording you answer, when you are finished speaking I will continue with the next question.”

HC006A 1 – “Other than any incidents already mentioned...”

2 – “has anyone attacked or threatened you with a weapon, such as a gun or a knife, scissors or anything that could be thrown, such as a rock or a bottle?”

3T – “For yes press 1, for no press 2.”

YES..... 1 (HC006D)
NO..... 2 (HC006B)

HC006B..... 1 – “Has anyone made any face-to-face threats or attacked or threatened you by grabbing, punching, or choking you?”

2T – “For yes press 1, for no press 2.”

YES..... 1 (HC006D)
NO..... 2 (HC006C)

HC006C.....1 – “Has anyone attacked or threatened you with rape, attempted rape or any other sexual attack?”

2T – “For yes press 1, for no press 2.”

YES..... 1 (HC006D)
NO..... 2 (BOX HC06)

HC006D 1 – “How many times did this type of incident happen?”

2T – “Use the keypad to enter how many times this happened.”

HC006REC 1 – “Please describe what happened during this incident.”

2T – “The system will begin recording, when you are finished, press the star key.”

2S – “I will begin recording you answer, when you are finished speaking I will continue with the next question.”

HC007A 1 – “People often don’t think of incidents committed by someone they know.”

2 – “Other than any incidents already mentioned,”

3 – “did you have something stolen from you OR were you attacked or threatened...”

4 – “...by someone at work or school, a neighbor or friend, a relative or family member, or any other person you’ve met or known?”

5T – “For yes press 1, for no press 2.”

YES..... 1 (HC007B)
NO..... 2 (BOX HC07)

HC007B 1 – “How many times did this type of incident happen?”

2T – “Use the keypad to enter how many times this happened.”

- HC007REC** 1 – “Please describe what happened during this incident.”
 2T – “The system will begin recording, when you are finished, press the star key.”
 2S – “I will begin recording you answer, when you are finished speaking I will continue with the next question.”
- HC008A** 1 – “Incidents involving forced or unwanted sexual acts are often difficult to talk about.”
 1 – “Other than any incidents already mentioned,”
 2 – “have you been forced or coerced to engage in unwanted sexual activity by someone you didn’t know before, a casual acquaintance, or someone you know well?”
 3T – “For yes press 1, for no press 2.”
 YES..... 1 (HC008B)
 NO..... 2 (BOX HC08)
- HC008B** 1 – “How many times did this type of incident happen?”
 2T – “Use the keypad to enter how many times this happened.”
- HC008REC** 1 – “Please describe what happened during this incident.”
 2T – “The system will begin recording, when you are finished, press the star key.”
 2S – “I will begin recording you answer, when you are finished speaking I will continue with the next question.”
- HC009A** 1 – “During the last 6 months,”
 2 – “other than any incidents already mentioned,”
 3 – “did you call the police to report something that happened to YOU which you thought was a crime?”
 4T – “For yes press 1, for no press 2.”
 YES..... 1 (HC009B)

NO..... 2 (BOX HC09)

HC009B 1 – “Were you attacked or threatened, or was something stolen or an attempt was made to steal something that belonged to you or another household member?”

2T – “For yes press 1, for no press 2.”

YES..... 1 (HC009C)
NO..... 2 (BOX HC09)

HC009C 1 – “How many times did this type of incident happen?”

2T – “Use the keypad to enter how many times this happened.”

HC009REC 1 – “Please describe what happened during this incident.”

2T – “The system will begin recording, when you are finished, press the star key.”

2S – “I will begin recording you answer, when you are finished speaking I will continue with the next question.”

HC010A 1 – “During the last 6 months,”

2 – “other than any incidents already mentioned,”

3 – “did anything which you thought was a crime happen to YOU, but you did NOT report to the police?”

4T – “For yes press 1, for no press 2.”

YES..... 1 (HC010B)
NO..... 2 (BOX HC10)

HC010B 1 – “Were you attacked or threatened, or was something stolen or an attempt was made to steal something that belonged to you or another household member?”

2T – “For yes press 1, for no press 2.”

YES..... 1 (HC010C)
NO..... 2 (BOX HC10)

- HC010C** 1 – “How many times did this type of incident happen?”
2T – “Use the keypad to enter how many times this happened.”
- HC010REC** 1 – “Please describe what happened during this incident.”
2T – “The system will begin recording, when you are finished, press the star key.”
2S – “I will begin recording your answer, when you are finished speaking I will continue with the next question.”
- HH001** 1 – “These next few questions are about you and your household.”
2 – “What is your age?”
3T – “Use the keypad to enter your age.”
- HH001_CHK** 1 – “We ask that only household members 18 and older complete this survey.”
2 – “You said your current age is...”
3 – {DTMF or STT response from HH001}
4 – “Is that correct?”
5T – “For yes press 1, for no press 2.”
- YES..... 1 (HHEND)
NO..... 2 (HH001)
- HH002** 1 – “What is your current marital status?”
2T – “If you are married press 1, widowed, press 2, divorced, press 3, separated, press 4, or never married, press 5.”
2S – “Are you married, widowed, divorced, separated, or never married?”
- MARRIED..... 1 (HH003)
WIDOWED..... 2 (HH003)
DIVORCED..... 3 (HH003)
SEPARATED..... 4 (HH003)
NEVER MARRIED..... 5 (HH003)

HH003 1 – “Are you male or female?”
 2T – “If you are male press 1, female press 2.”

MALE..... 1 (HH005A)
 FEMALE..... 2 (HH005A)

HH005A 1 – “These next questions ask about your highest grade or level of school completed.”
 2 – “Did you graduate high school or receive a GED?”
 3T – “For yes press 1, no press 2.”

YES..... 1 (HH005B)
 NO..... 2 (HH006)

HH005B 1 – “Have you completed at least 2 years of college or an associate’s degree?”
 2T – “For yes press 1, no press 2.”

YES..... 1 (HH005C)
 NO..... 2 (HH006)

HH005C 1 – “Have you completed a four-year college degree?”
 2T – “For yes press 1, no press 2.”

YES..... 1 (HH005D)
 NO..... 2 (HH006)

HH005D 1 – “Have you attended graduate or professional school?”
 2T – “For yes press 1, no press 2.”

YES..... 1 (HH005E)
 NO..... 2 (HH006)

- HH005E** 1 – “Have you completed a graduate or professional degree?”
 2T – “For yes press 1, no press 2.”
 YES..... 1 (HH006)
 NO..... 2 (HH006)
- HH006** 1 – “Are you currently attending or enrolled in a school, college, university, or adult learning center, or receiving vocational education or job training?”
 2T – “For yes press 1, no press 2.”
 YES..... 1 (HH007)
 NO..... 2 (HH007)
- HH007** 1 – “Are you of Hispanic, Latino, or Spanish origin?”
 2T – “For yes press 1, no press 2.”
 YES..... 1 (HH008A)
 NO..... 2 (HH008A)
- HH008A** 1 – “What is your race? You can select more than one race.”
 2 – “Are you White?”
 3T – “For yes press 1, no press 2.”
 YES..... 1 (HH008B)
 NO..... 2 (HH008B)

| | | | |
|---------------|---|---|------------|
| HH008B | 1 – “Are you Black or African American?” | | |
| | 2T – “For yes press 1, no press 2.” | | |
| | YES..... | 1 | (HH008C) |
| | NO..... | 2 | (HH008C) |
| HH008C | 1 – “Are you American Indian or Alaska Native?” | | |
| | 2T – “For yes press 1, no press 2.” | | |
| | YES..... | 1 | (HH008D) |
| | NO..... | 2 | (HH008D) |
| HH008D | 1 – “Are you Asian?” | | |
| | 2T – “For yes press 1, no press 2.” | | |
| | YES..... | 1 | (HH008E) |
| | NO..... | 2 | (HH008E) |
| HH008E | 1 – “Are you Native Hawaiian or other Pacific Islander?” | | |
| | 2T – “For yes press 1, no press 2.” | | |
| | YES..... | 1 | (HH008F) |
| | NO..... | 2 | (HH008F) |
| HH008F | 1 – “Are you some other race?” | | |
| | 2T – “For yes press 1, no press 2.” | | |
| | YES..... | 1 | (BOX HH02) |
| | NO..... | 2 | (BOX HH02) |
| HH009A | 1 – “Is this house owned or being bought by someone in this household?” | | |
| | 2T – “For yes press 1, no press 2.” | | |
| | YES..... | 1 | (BOX HH03) |

NO..... 2 (HH009B)

HH009B 1 – “Is this house rented by someone in this household?”

2T – “For yes press 1, no press 2.”

YES..... 1 (BOX HH03)

NO..... 2 (HH009C)

HH009C 1 – “Is this house occupied by some other arrangement?”

2T – “For yes press 1, no press 2.”

YES..... 1 (BOX HH03)

NO..... 2 (BOX HH03)

HH010 1 – “How many years have you lived at this address?”

2S – “If less than 1 year use 0.”

2T – “Use the keypad to enter how long you have lived at this address, if less than 1 year press 0.”

HH011 1 – “Altogether, how many times have you moved in the last 5 years, that is, since

2 - {PLAY 1}”

3T – “Use the keypad to enter the number of times you have moved in the last 5 years.”

HHEND 1. – “Thank you for answering these questions. You have completed the interview.

2. – “Thanks for your time. Good-bye.”